

DWS Honors Sears HR Director

REPRESENTATIVES of the Department of Workforce Services (DWS) honored Barbara Busche, Sears Human Resource Director, on November 14. Koral Vasquez, Valorie Pacheco, and Trudi Nelson of DWS presented Barbara with balloons, a flower bouquet, a DWS logo shirt, and a letter of gratitude for her three years of service to DWS' customers and a successful business partnership that has helped keep Sears fully staffed.

Barbara has been involved with the STEPS employment program for special needs job seekers since 1998. Every month Sears donates one interviewing outfit to each program participant. This sometimes includes undergarments, hosiery, and shoes. Sears' associates also help advise participants on proper clothing sizes, "interview-appropriate" clothing, accessories, and proper garment care.

Under Barbara's supervision, Sears' associates have made STEPS participants feel special and important. Sears has also recently begun instructing the job seekers about suitable make-up tips and techniques by giving make-overs to interested participants.

Barbara often participates with the STEPS "Employer Panel" and "Mock Interview" trainings for participants. As a direct result of her participation, many DWS customers



Sears HR Director Barbara Busche is honored

have started on their career paths by being interviewed and hired as Sears associates.

Barbara and Sears have become partners with DWS and the STEPS program to help restore dignity and confidence in these special customers. Evidence of their participation and financial support can be found in the STEPS statistics. As of November 2000, STEPS employment success training program has an approximate placement rate of 92 percent and an astounding job retention rate of almost 85 percent.

Again, a special thank you to Barbara Busche, Sears, and everyone who assists DWS and the community with the goals of enabling customers to gain dignity, respect, and ultimately self-sufficiency.

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Employers share positive experiences with DWS:

"I have benefited from your assistance many, many times. You assisted us with job fairs and allowed us to use your facility for extensive pre-employment training...I also attend your seminars and workshops to help me better serve my employees. Your services have proved to be very valuable."

*Sarah Gloyn, HR Manager
Select Comfort*

"A sincere note of thanks...Together we have forged several important alliances that I believe are making a real difference in the lives of people in our region."

*Royanne Boyer, Dean, School
of Advanced Technology, UVSC*

"We appreciate the courteous and professional manner in which you undertook your audit examination, and we commend you for your promptness in reporting your findings and conclusions to us...we wish you well in your professional work."

*Lennis M. Knighton
Knighton, L.L.C.*

"I recently had the occasion to call your office regarding a visa issue...I had been on hold with the INS for 45 minutes prior to this call and was exasperated by the reception I received...in the 20 minutes of dealing with your office and the office in Denver, I found out more useful information...we were very impressed with the service."

*Tiffany George
Western River Expeditions, Inc.*

it's only a
myth...

Myth #6:

No one shows up to Workforce Services Job Fairs with the low unemployment rates.

Reality:

Job fairs are one of the most popular services provided to employers and job seekers. Job fairs are held frequently and usually have an attendance from 400 to 2000 applicants, depending on the area. An average job fair will match hundreds of qualified applicants with employers at no charge to the applicant or the employer. It is a quick and easy way for employers to have on-the-spot interviews with hundreds of applicants within 3 to 4 hours. Workforce Services does all the work and attendees reap all the benefits. Job fairs have been an outstanding success in all areas of Utah.

Pre-Employment Testing Improved *Tests are geared to meet needs of employers*

We are pleased to announce improvements to our pre-employment testing program that will help you in your hiring decisions.

We can now test for proficiency in standard software packages such as Microsoft Excel, Word, Powerpoint, WordPerfect, Lotus 1-2-3, and Access. Recently, we also adopted the use of the QWIZ Clerical Skills tests for type and ten-key testing. The QWIZ testing package also tests skills in data entry (both alpha-numeric, and numeric), transcription, shorthand and speedwriting.

Additionally, QWIZ has learned that "Net" typing scores are unrelated to actual on-the-job clerical performance. Net typing scores are computed by subtracting the total errors from gross words per minute (net=GWPM-total errors). Because of features such as "spell check," the influence of

errors on typing performance has become more dependent on particular jobs. Thus, we can no longer legally provide Net scores, nor make referrals based on them; but instead will provide number of errors, error rates, and gross words per minute (however, you may use the simple formula described above). If you would like us to make referrals based on type test scores, we will need suggested cutoffs for both error rates and gross words per minute. For example you may say, "I need applicants who can type at least 40 gross words per minute with no more than 5 percent errors."

Litigation involving cutoff scores has increased, so if you do use cutoff scores, establish them based on realistic performance levels of current incumbents. If you have questions, call Brian Young at (801) 526-4358.

Don't miss the 2001 Utah Employer Conference...

"Doing Business in the New Millennium"


***It's not too late to register!
Call on or before January 9***

Held at the E Center
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...

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 - Economic Forecast
 - Work/Life Practices
 - Violence in the Workplace
 - Transportation Issues
 - Economic Development

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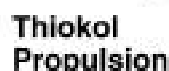
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North Region

Clearfield Employment Center Breaks Ground

ON OCTOBER 12, 2000 the Department of Workforce Services broke ground on the second Employment Center to be constructed since the inception of DWS in July, 1997. This new Employment Center will be located at 1290 East 1450 South in Clearfield.

The new Clearfield Employment Center will be completed

in the spring of 2001. Look in future issues of this newsletter for additional information relating to the "grand opening ceremonies."

Job Fair Success

THIS OCTOBER, the North Region sponsored a job fair at Northridge High School that was open to the general public. More than 40 employers and 600 job seekers were in atten-

dance. The event was a great success!

Additional job fairs are scheduled for the spring of 2001. These fairs will be held at various locations across the North Region. For additional information regarding job fairs, if you are interested in participating in such an event, please contact your local Business Consultant listed on the front page of this newsletter.

Visit our website at: www.dws.state.ut.us